

DIRECT PAY Enrollment

APPLICATIONS WILL NOT BE PROCESSED WITHOUT A SIGNATURE AND VOIDED CHECK!

Please attach this completed enrollment form with your current payment. Direct Pay will begin when you see "*Direct Pay - Do Not Send Payment*" printed near the bottom of your monthly statement. Please call the Finance Department at 408-779-7221 if you have any questions.

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Water & Sewer Account Number

Name(s) on the Account

Service Address

City, State, Zip Code

Home Phone

Work Phone

I/We hereby authorize the City of Morgan Hill and the financial institution listed on the attached voided check to deduct from my/our checking account payment for my/our water and sewer bill. I/We understand that both the City of Morgan Hill and my/our financial institution reserve the right to terminate this authorization and my/our participation therein. If I/we choose to terminate this authorization, I/we will immediately notify the City of Morgan Hill.

Signature

Print Your Name

FINALLY!

Paying your water and sewer bill just got easier!

Sign up with
DIRECT PAY and have your
water and sewer bills
AUTOMATICALLY
DEDUCTED From your
CHECKING ACCOUNT!

For your convenience, the City of Morgan Hill is offering Direct Pay via electronic deduction from a checking account for payment of your water bill. As long as you maintain adequate funds in the account there are:

- **NO fees for Direct Pay services**
- **NO check writing and mailing chores**
- **NO late payment penalties**
- **NO more lost payments or checks**

To begin Direct Pay, please complete the form on the inside of this brochure and return it with your current payment. When the application has been processed, you will see "*Direct Pay - Do Not Send Payment*" printed near the bottom of your monthly statement.



Finance Department
17555 Peak Avenue
Morgan Hill, CA 95037
408-779-7221
www.morgan-hill.ca.gov

FREQUENTLY ASKED QUESTIONS

Who is eligible for Direct Pay?

All residential and commercial water customers billed by the City of Morgan Hill are eligible for Direct Pay.

When does Direct Pay start?

Approximately 30 days after we receive your completed enrollment form, Direct Pay will start. Your account must have a zero balance. Please pay all existing balances on your account with cash, check or credit card, and your next month's bill will be automatically withdrawn from your checking account via Direct Pay.

How does it work?

You will continue to receive a monthly water and sewer statement. "*Direct Pay - Do Not Send Payment*" will be printed on the bill, letting you know that Direct Pay is active. Review your statement carefully, and call the City immediately if you have any questions about your account. On the due date (within a one day variance), the amount shown on the statement will be automatically withdrawn from your checking account. Your checking account statement from your bank or financial institution will clearly identify the charges.



How can I cancel Direct Pay?

You may cancel your Direct Pay participation by calling the City of Morgan Hill at 408-779-7221. Your current bill will be processed through Direct Pay. All bills afterwards will be your responsibility.

What happens if I change banks?

Call the Finance Department at 408-779-7221 and ask for a new Direct Pay application. Inaccurate information may result in payments being refused by your financial institution. The City will not be responsible for delays or losses that result from inaccurate information or failure to provide the City with timely notification of changes.

What happens in the event of a rejected payment?

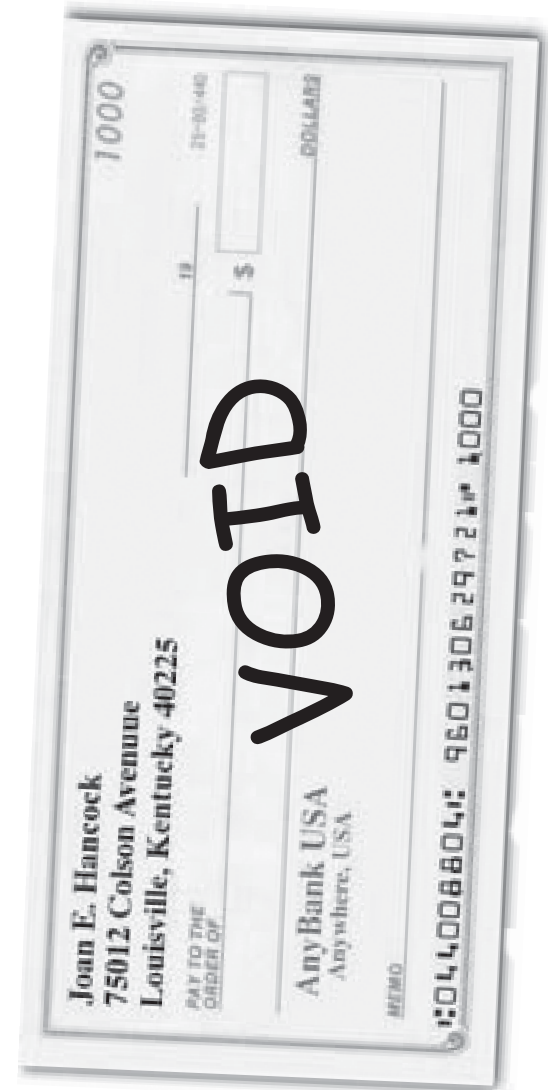
Payments may be rejected by your financial institution because of insufficient funds, closed accounts or other reasons. Check with your financial institution for possible fees it may impose. If your payment is rejected, the City of Morgan Hill will impose a returned item charge on your next water and sewer bill. The City reserves the right to terminate your participation in Direct Pay if your payment is rejected more than once within a 12 month period.

How do I close my water and sewer account?

Notify the City immediately. We can either (1) process your final bill through Direct Pay as regularly scheduled and cancel your account afterwards, or (2) cancel Direct Pay immediately and allow you to pay for any balance owed with cash, check or credit card.

Please attach a preprinted **VOIDED** check in this space.

- **Do NOT** submit a deposit slip
- **Write VOID** across the check



Office Use Only: Date _____ Initials _____
 Entered on: _____
 Cancelled on: _____
 Notes: _____

